NissanConnect Services Account Set up

NissanConnect Services is the new telematics system that will replace NissanConnect and NissanConnect EV. This new telematics system will be rolled out to all Nissan vehicles, starting with the MY19 LEAF.

Account set up and activation can now be completed via the NissanConnect Services app. Set up is no longer required to be completed via an internet browser.

Note: NissanConnect Services is a separate platform to NissanConnect and NissanConnect EV. Therefore, each system will not recognise VIN's for a vehicle that uses the opposite system.

Set up of a NissanConnect Services account can be completed in 4 main steps. These are broken down below.

Step 1: Download the NissanConnect Services app

Step 2: Create your account

Step 3: Pair to your car

Step 4: Activate your account.

Step 1: Download the NissanConnect Services app from the relevant app store. The NissanConnect Services app is available in both the Apple App Store and Google Play.

Step 2: Create your account via the app. A verification link will be sent to the email address used to create the account. Validate your account via the link and accept the Terms & Conditions

Note: *Customer should validate the account via their smartphone and not via a desktop as the validation re routes back to the NissanConnect server for them to log back into the account.*
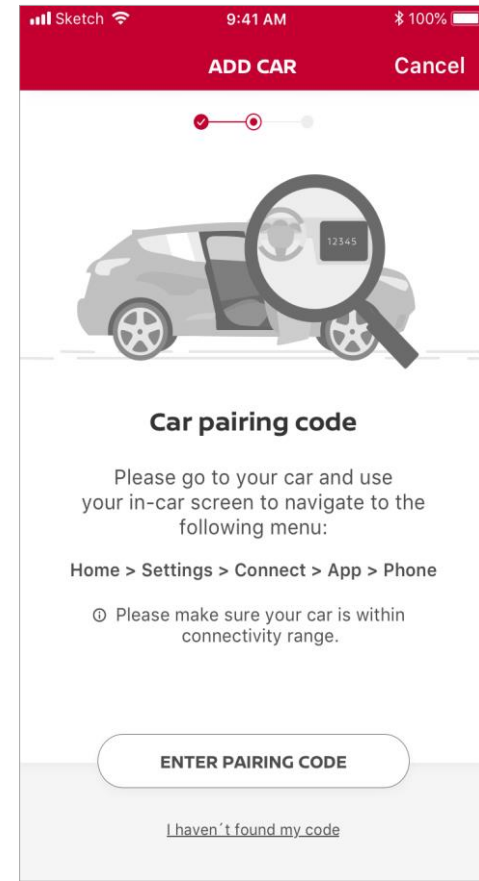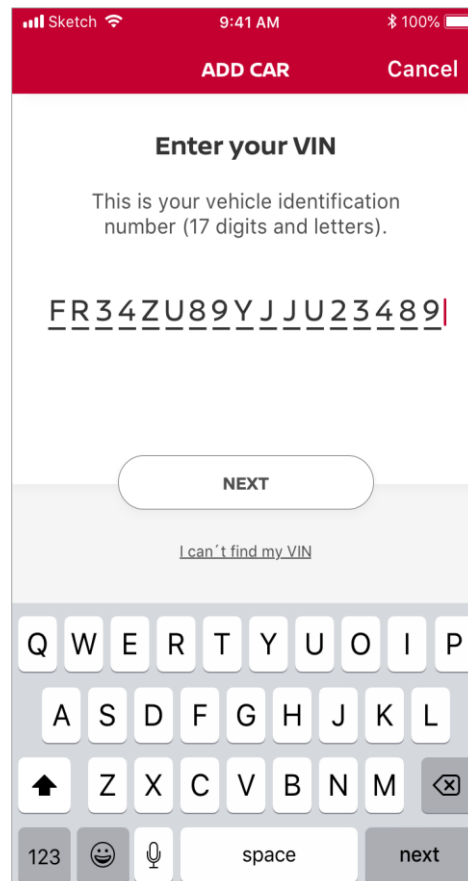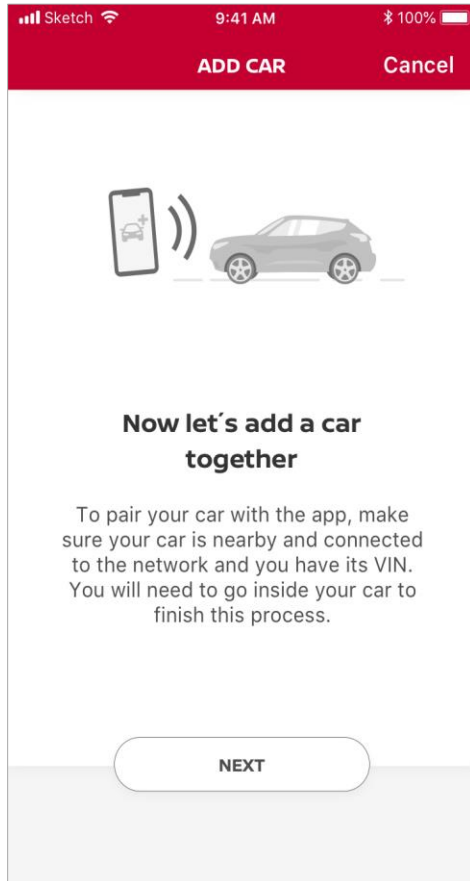
*When creating your password please do not use the $ or £ symbols. Instead use @, !, #, * or ? as the character*

Screen 1:

ADD CAR   Cancel

Now let's add a car together

To pair your car with the app, make sure your car is nearby and connected to the network and you have its VIN. You will need to go inside your car to finish this process.

NEXT

Screen 2:

ADD CAR   Cancel

Enter your VIN

This is your vehicle identification number (17 digits and letters).

FR34ZU89YJJU23489

NEXT

I can´t find my VIN

Screen 3:

ADD CAR   Cancel

Car pairing code

Please go to your car and use your in-car screen to navigate to the following menu:

Home > Settings > Connect > App > Phone

ⓘ Please make sure your car is within connectivity range.

ENTER PAIRING CODE

I haven´t found my code

To get the car pairing code, follow the below steps.

- Turn on the car and accept the disclaimer on the centre screen.
- In the main menu, select 'Info' – second icon from the left on the bottom of the screen.
- Go to NissanConnect Service > Information Channels > Account Information > Car Pairing Code

The car will then generate a 6 digit code that then needs to be entered into the app. This ensure the correct vehicle is being added to the correct account. The Car Pairing code is displayed for 2 seconds on the centre screen. It can be replayed once it stops being displayed.
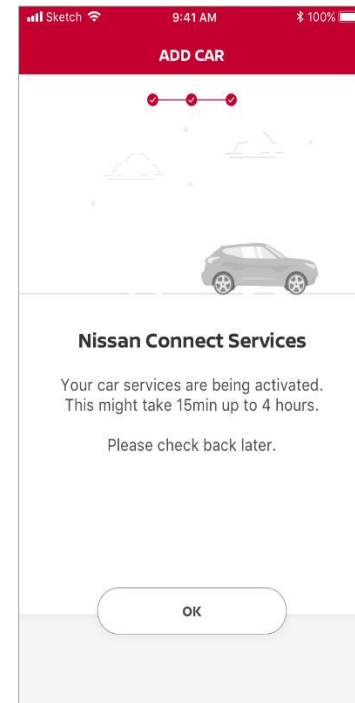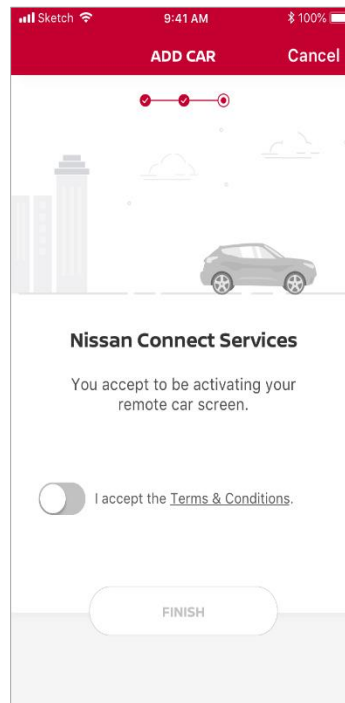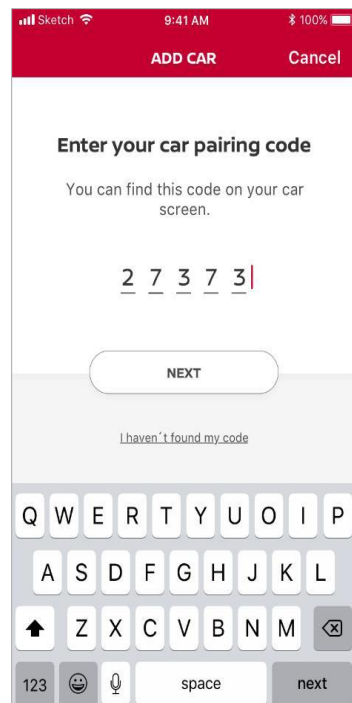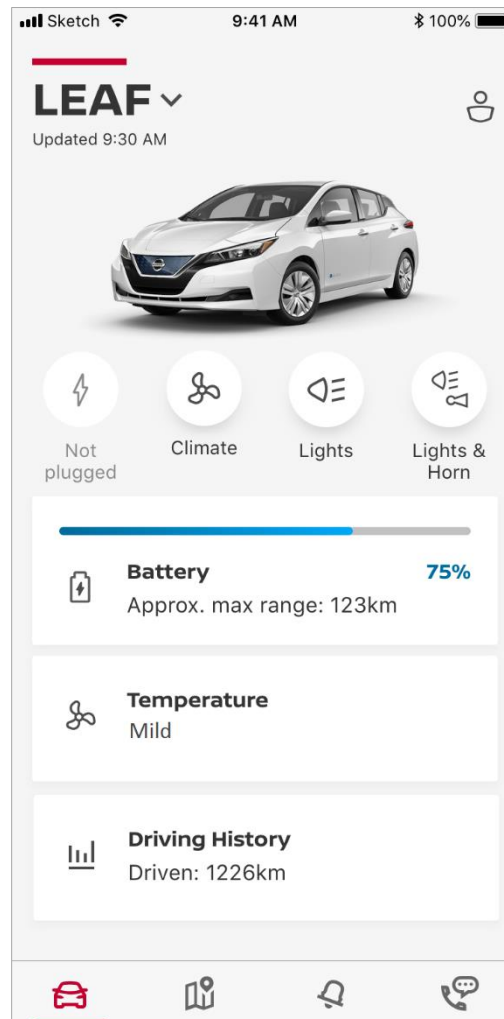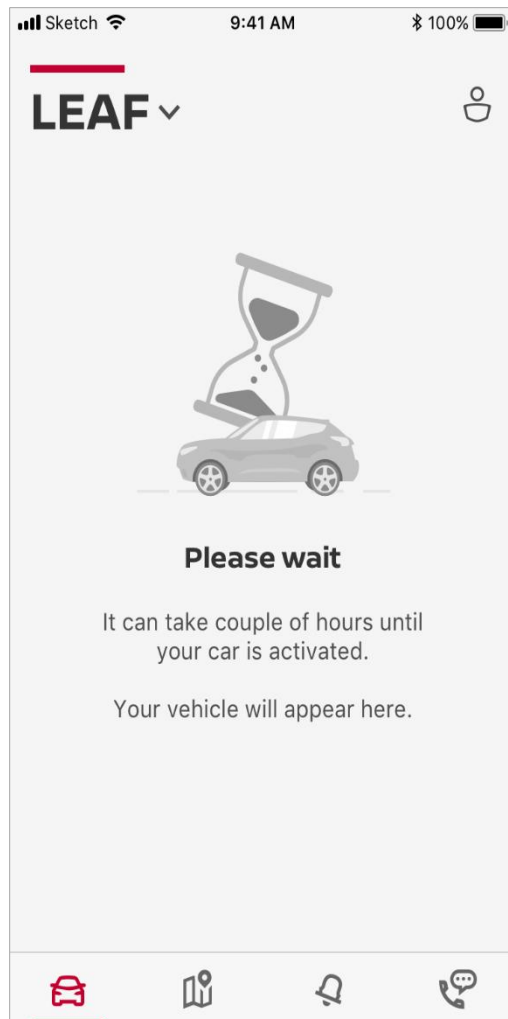
Once the account is activated, the customer will be able to remotely heat and cool their LEAF, remotely start and stop charging and turn on the lights and horns. The app will also display battery information, show them their vehicles location and provide driving analysis based on their driving style.

For non-electric vehicles, the app will allow then to remotely lock and unlock their doors in place of remote heating and charging.

Up to 9 vehicles can be added to the one NissanConnect Services account at a time.

Removing a vehicle from a NissanConnect account

Removing a vehicle from a NissanConnect account is a straight forward process and should take less than a minute for a customer to do.

For NissanConnect and NissanConnect EV customers, they must log into their account via an internet browser in order to remove their vehicle from the account. This cannot be done via the app.

To remove the vehicle, go to 'My Garage' and select 'Remove Vehicle'

Tick the box beside 'I want to remove this vehicle' and select 'Remove Vehicle'.

NissanConnect

MY GARAGE (1)   >   MY PROFILE   >   LOGOUT   >

PULSAR

REMOVE VEHICLE

NISSAN PULSAR

Are you sure you want to remove this vehicle from your garage?

☐ **I WANT TO REMOVE THIS VEHICLE**

REMOVE VEHICLE >   **CANCEL >**

SUBSCRIPTIONS

The customer will then receive an email to confirm that their accounts association with the vehicle has been removed.
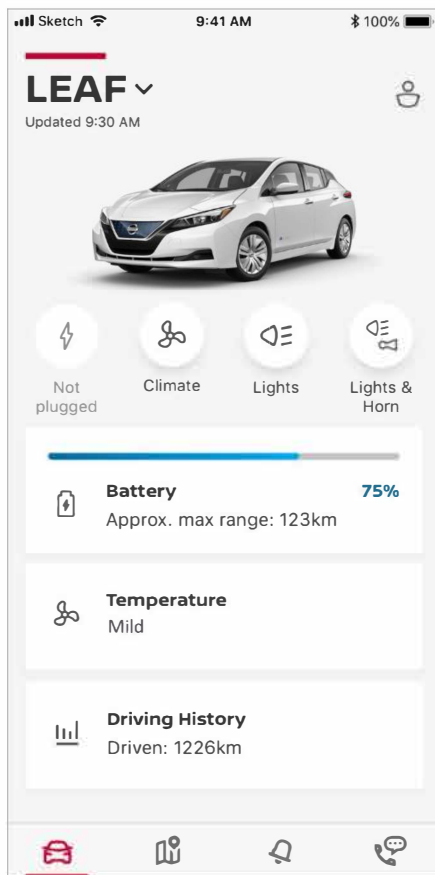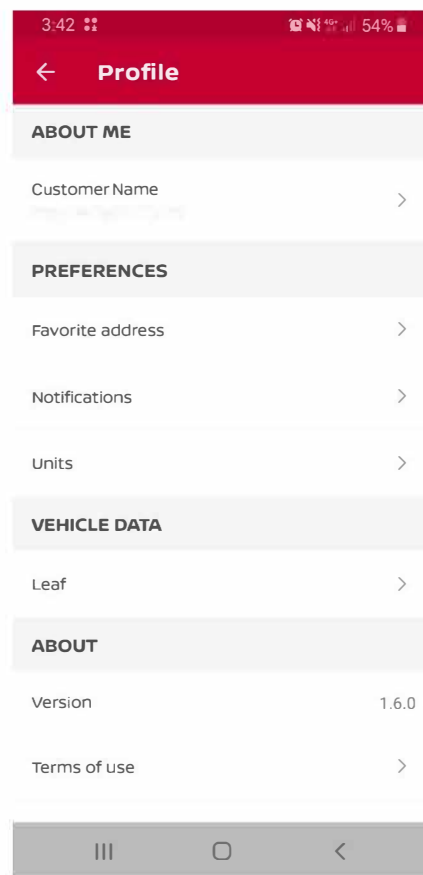
For NissanConnect Services customers, they need to log into their app and select the person icon in the top right-hand side of the screen.
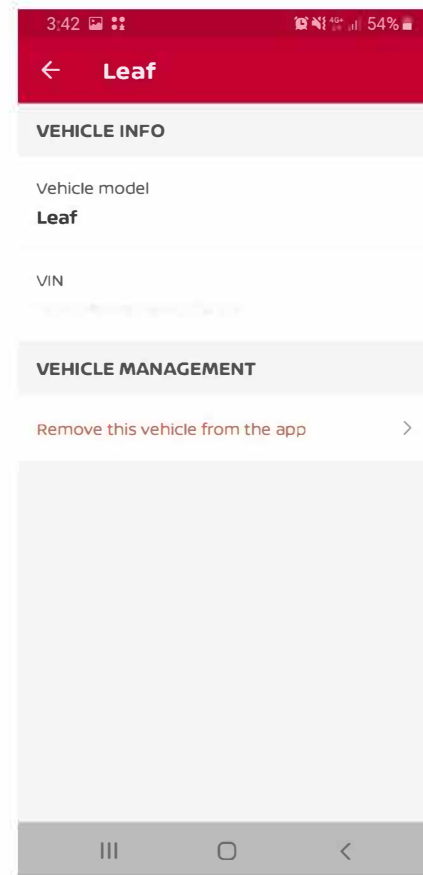
Tap the icon

Select LEAF

Select 'Remove this vehicle'

Tick the box